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00-70



June 22, 2000

Mr. Dale Hatfield  
Office of Engineering and Technology  
Federal Communications Commission  
445 12<sup>th</sup> Street, N.W.  
Room 7-A-340  
Washington, D.C., 20554

Re: **Final Service Disruption Report**

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), **Southwestern Bell** submits the attached **Final** Service Disruption Report associated with a service disruption in the **Southern Arkansas on May 23, 2000.**

An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

A handwritten signature in cursive script that reads "Jonathan J. Boynton".

Enclosures

CC: Bob Kimball  
Kent Nilsson



*A member of the SBC global network*

Retention Period: 6 Years

## FCC SERVICE DISRUPTION REPORT

**FCC File Number:** 00-070

☐ NCS Request

**Type of Report:** ☐ Initial Report ☐ Update ☒ Final

**Occurred:** Date: 05/23/2000 Time: 09:36 CST

☒ 50,000 or More Customers

☐ 30,000 - 49,999 Customers

**Ended:** Date: 05/23/2000 Time: 12:26 CST

☐ Fire incident  $\geq$  1,000 lines

Special Offices/Facilities

**Duration (in minutes):** 170 minutes

☐ 911

☐ Major/Medium Airport

☐ NCS Request

**Geographic Area Affected:** Southern Arkansas

**Estimated Customers Affected:** 102,609

**Type(s) of Services Affected:** ☐ Local (Intraoffice) ☒ IntraLATA ☒ InterLATA ☐ 800  
☐ LIDB ☐ Operator Services ☒ Interexchange ☒ Switched Access (interoffice)  
☒ Cellular ☐ International ☐ E911/911 ☒ FAA ☐ All

**Estimated Blocked Calls:** 394,573

**Apparent or Known Cause of the Outage:** At 09:36 CST, on Tuesday, May 23, 2000, a fiber optic toll cable was damaged by Johnsonville Sand & Gravel 8.2 miles south of the Jefferson central office, Pine Bluff, Arkansas on state Highway 15. Johnsonville Sand & Gravel was in the process of removing concrete forms on a bridge with a trackhoe. The trackhoe got stuck in a ditch near a creek bed and sank. While attempting to dislodge the trackhoe, the trackhoe severed the fiber toll cable. The toll cable was buried 4 feet underground. There was no current request for a cable locate prior to the construction activity.

The outage isolated 43 Central Offices in Southern Arkansas (29 - SWB & 14 - ICO) from the toll network. There was regional media coverage of the event. Calls to E911 Public Safety Answering Points (PSAP's) completed normally and the only impact to PSAP's was the loss of ANI/ALI during the outage.

**ROOT CAUSE:** Cable Damage - Inadequate/No Notification (Dig-Up). Johnsonville Sand & Gravel failed to call for a cable locate.

**Name and Type of Equipment Involved:** Fiber Optic Toll Cable

**Specific Part of Network Involved:** Toll Network

**Methods used to Restore Service:** Used Emergency Fiber Restoration Kit and mechanical splices.

**Steps Taken to Prevent Recurrence:**

1. A diverse route was evaluated and a Business Case was approved. The project was funded for Year 2000 in 1999; however; funding was subsequently removed.
2. A claim for damages was filed against Johnsonville Sand and Gravel.
3. A "Cable Awareness" meeting has been scheduled with Johnsonville Sand & Gravel to emphasize the importance of contacting the Arkansas One-Call Center for a cable locate prior to performing any construction work that has the potential to affect a 'high profile' cable.

**Applicable Best Practices:** Southwestern Bell reviewed the Network Reliability: A Report to the Nation, Section A, dated June 1993 and Keeping the Network Alive and Well: Solving the Problem of Cable Dig-Ups, dated February 1996 and evaluated all recommendations and best practices. Based on the Root Cause analysis the most appropriate focus area is:

Keeping the Network Alive and Well

Reference: 5.2 Tactical Implementation Subteam Results and Recommendations

- Recommendation 9: Provide Physical Diversity on Critical Routes When Justified by  
- Thorough Risk/Value Analysis

**Best Practices Used:** Southwestern Bell observes those practices that are consistent with providing outstanding customer service.

**Analysis of Effectiveness of Best Practices:** Recommendation 9 - A Thorough Risk/Value Analysis has been completed and the diverse project is waiting funding.

**Prepared by:** Jim Lankford  
**Date submitted:** 06/19/2000

**Telephone:** 210-886-4589  
**Time:** 15:45 CST



A member of the SBC global network

00-070

Retention Period: 6 Years

# FCC SERVICE DISRUPTION REPORT

Type of Report:

☒ Initial Report

☐ Update

☐ Final

Occurred: Date: May 23, 2000 Time: 9:36 CST

Ended: Date: May 23, 2000 Time: 12:26 CST

Duration (in minutes): 170 minutes

Geographic Area Affected:

Fiber damage approximately 4.6 miles from the Pine Bluff, AR central office

Estimated Customers Affected: 102,609 (as follows)

- ☒ 50,000 or More Customers  
☐ 30,000 - 49,999 Customers  
☐ Fire incident  $\geq$  1,000 lines

## Special Offices/Facilities

- ☐ 911  
☐ Major/Medium Airport  
☐ NCS Request

### 28 SWBT offices in Arkansas (81,273 total):

Monticello 8,826	El Dorado 20,125
McGehee 3,326	Magnolia 9,058
Wilmar 523	Warren 4,865
Hamburg 3,228	Dermott 2,106
Watson 510	Lake Village 3,280
Eudora 1,867	Portland 735
Huttig 538	Strong 1,159
Urbana 406	Calion 418
Norphlet 749	Smackover 1,569
Mount Holly 387	836/Camden 7,319
231/Camden 2,929	574/Camden 2,251
Chidester 761	Stephens 829
NcNeil 666	Stamps 1,725
Village 412	Macedonia 706

### 14 Independent offices in Arkansas: (21,336 total):

GTE:

Waldo 1,128  
 Taylor 713  
 Star City 2,925

ALLTEL:

Wilmont 659  
 Crossett 8,178

☐ Official File Copy, If Checked In Red

SW-1414  
 (Rev. 3-93)

**SOUTHERN ARKANSAS TELEPHONE CO. INC.:**

Hermitage 1,147

Banks 277

Hampton 2,082

Louann 335

**CENTURY TELEPHONE OF SO. ARKANSAS INC.:**

Junction City 1,141

Dodge City 180

**SOUTHWEST ARKANSAS TELEPHONE COOP.:**

Emerson 638

**WALNUT HILL TELEPHONE CO.:**

Lewisville 1,315

Bradley 618

**Type(s) of Services Affected:**☐ LIDB☐ Operator Services☐ Cellular☐ International☒ Local (Intraoffice)☒ Interexchange☐ E911/911☒ IntraLATA☒ InterLATA☐ 800☐ Switched Access (interoffice)☐ FAA☐ All**Estimated Blocked Calls:**

SWBT & Indepecents (downchain only) 265,544  
AT&T 129,029  
**TOTAL 394,573**

**Apparent or Known Cause of the Outage:**

Road construction crew damaged fiber on single thread route serving offices south of Pine Bluff, Arkansas

**Name and Type of Equipment Involved:**

Sonet OC48

**Specific Part of Network Involved:****Methods used to Restore Service:**

Cable spliced

**Steps Taken to Prevent Recurrence: Under Investigation.**

Prepared by: Denise Buschfort

Telephone: 210-886-4586 office  
888-845-4232 pager

Time: 13:00 CST

Date submitted: May 23, 2000

☐ Official File Copy, If Checked In Red

SW-1414  
(Rev. 3-93)